

Technical Support Engineer

Job type: Full time

Location: Peterborough

Salary: £20,000 - £27,000 + Generous shift allowance

Data Interchange is a leading provider of electronic data interchange (EDI) and eBusiness integration solutions to over 4,000 global organisations, providing critical functionality for managing communications and data transformation within and beyond the enterprise.

We are looking for a 24/7 Technical Support Engineer who has a passion for learning new technologies and resolving technical problems. You will have excellent interpersonal skills and ideally have previous experience of working in a customer-service environment.

Working to support Dinet, our Cloud Integration Network and a range of other bespoke Managed Services, you will be passionate about building a rapport with our customers and providing excellent customer-service. You will be working as part of our 24/7 Support team and be responsible for administrative procedures and resolving customer issues through effective, efficient and analytical investigation.

The successful candidate will:

- Manage, support and maintain existing systems (Training will be provided on all in-house products and services.)
- Resolve customer technical issues received via the telephone and email
- Investigate technical issues in an analytical fashion to provide timely resolutions
- Provide expert advice to internal and external stakeholders and customers
- Possess excellent communication skills and be able to clearly articulate themselves, both verbally and in writing
- Be highly committed to continued professional development

Alongside a competitive salary and benefits, we also offer the following:

- Individual training benefits
- Company pension
- Regular, subsidised staff social events
- Excellent career progression

To apply for this position, please forward a copy of your CV and covering letter to careers@datainterchange.com